

Inregards to the speed of answer requirement for Video Relay Service Providers. At this time, only ceritifed interpreters are servicing the Video Relay Services in the country and it should remain that way for the purpose of maintaining a high standard of quality in terms of the Interpreting standards for the Deaf and Hard-of hearing as set by a number of certifying agencies throughout the US. If VRS providers were required to answer calls within such a short time window, they would be required to hire uncertified and unqualified interpreters which will be detrimental to the community. Quality of service is number one, and quality should not be forfeited for speed.